

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

UNEMPLOYMENT CLAIMS MANAGER

JOB DESCRIPTION

The position directs and coordinates a variety of activities of a remote initial claims center (RICC) in the provisions of unemployment insurance services to claimants, employers, interested parties, and the public. Under general supervision, the employee works within general methods and procedures and exercises considerable independent judgment in selecting the proper courses of action. The work requires thorough knowledge of the policies, procedures and regulations related to unemployment insurance and some knowledge of supervisory techniques and personnel policies and procedures. The employee performs such functions as approving leaves, conducting service ratings, counseling employees, participating in employee grievance procedures and the hiring and training of personnel.

There are two classifications in this job. The application of the Professional Managerial Position Evaluation System determines the classifications.

Position Code Title – Unemployment Claims Manager-2

Unemployment Claim Manager 13

The employee functions as a first-line professional manager of professional-equivalent positions in a standard work area.

Position Code Title – Unemployment Claims Manager-3

Unemployment Claims Manager 14

The employee functions as a second-line professional manager of professional and/or professional-equivalent positions in a standard work area.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

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Identifies staff development and training needs, assists in the development of in-service training, and ensures that training is obtained for staff.

Ensures that proper labor relations and conditions of employment are maintained.

Directs and coordinates claims processing, determination, fact finding, fraud investigation, payment processing, adjudication, redetermination, and appeal of unemployment compensation benefits.

Implements programs, policies, and projects as assigned.

Participates in establishing objectives, goals, and priority and developing operating policies and implementation methods

Interprets and clarifies unemployment insurance laws, regulations, policies, and procedures to staff, employers, claimants, other agencies, government entities and officials, and the general public.

Ensures that staff complies with unemployment insurance laws, regulations, policies, procedures, and standards.

Informs management, employees, and interested community-based organizations of changes in unemployment insurance programs and/or procedures.

Monitors team reports, directs necessary action, and informs upper management of pertinent information.

Monitors usage of a variety of technologies in the Remote Initial Claims Center.

Participates in the development, administration, and monitor of the RICC budget allocations.

Maintains records, prepares reports, and composes correspondence relative to the work.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Considerable knowledge is required at the 13-level and thorough knowledge is required at the 14 level.

Knowledge of training principles and supervisory techniques.

Knowledge of employee policies and procedures.

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Knowledge of equal employment practices

Knowledge of affirmative action policies and procedures.

Knowledge of programs, policies, procedures, and terminology of unemployment compensation program(s).

Knowledge of the principles, techniques, and tools of the Unemployment Agency RICC administrative management.

Knowledge of federal and state laws, rules, regulations, and procedures relative to unemployment compensation.

Knowledge of the techniques of conducting informational interviews.

Knowledge of the rights and obligations of claimants regarding claims for unemployment compensation.

Knowledge of unemployment insurance computer systems and programs.

Knowledge of the legislative process and governmental organization/structure.

Knowledge of budget and fiscal planning.

Ability to instruct, direct, motivate, and evaluate employees.

Ability to perform counseling and disciplines.

Ability to interpret laws, rules, and regulations pertinent to the work.

Ability to analyze and assess data, personnel concerns, and agency operations and make recommendations for changes.

Ability to evaluate and experiment with re-engineering processes and implement changes to improve the quality of service.

Ability to maintain favorable staff relations.

Ability to communicate effectively.

Working Conditions

The work may require travel to other locations to attend meetings, training, etc., in all types of weather conditions.

Some jobs require long working hours for extended periods of time.

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Physical Requirements

None.

Education

Possession of a bachelor's degree in any major.

Experience

Unemployment Claims Manager 13 and 14

One year of experience as an Unemployment Claims Branch Manager at any level.

OR

Two years of experience as, or equivalent to, an Unemployment Claims Supervisor 12.

OR

Four years of experience as an Unemployment Insurance Analyst, or other professional experience involved in unemployment insurance activities, including two years at the experienced P11 level.

OR

Four years of experience as, or equivalent to, an Unemployment Claims Examiner 11.

OR

Five years of experience as, or equivalent to, an Unemployment Claims Examiner E10 or an Unemployment Claims Interviewer E10.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

UNEMCLMGR

Job Code Description

UNEMPLOYMENT CLAIMS MANAGER

Position Title

Unemployment Claims Manager-2

Unemployment Claims Manager-3

Position Code

UNCLMGR2

UNCLMGR3

Pay Schedule

NERE-143

NERE-147

ECP Group 3
November 29, 2001
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